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Measurement Detail and Standards
Ordering and Provisioning

Measurement

Average Completion Interval

Function
Order Completion

Calculation Methodology
Average Completion Interval = Σ [(Completion Date and Time - Order Submission Date and Time) / (Count of Orders Completed in Reporting Period)]

Business Rules
The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from the ILEC receipt of a syntactically correct order from the CLEC to the ILEC's return of a valid completion notification to the CLEC. Elapsed time for each order is accumulated for each reporting dimension (see Appendix A). The accumulated time for each reporting dimension is divided by the associated total number of orders completed within the reporting period.

- Results for the CLECs are captured and retained at the order level (e.g., unique PON and version).
- If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement. No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.
- The accumulation of elapsed time is based on business days/hours.
- Excluded situations:
  - Cancelled orders
  - ILEC Orders associated with internal or administrative use of local services
  - Orders where CLEC has selected a due date greater or less than the standard interval

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
See Appendix I

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Orders Completed On-Time

Function
Order Completion

Calculation Methodology
Percent Orders Completed on Time = Σ [(Count of Orders Completed within ILEC Committed Due Date) / (Count of Orders Completed in Reporting Period)] x 100

Business Rules
The percentage of orders completed on-time is determined by first counting, for each specified reporting dimension, both the total numbers of orders completed within the reporting period and the number of orders completed by the committed due date (as specified on the initial FOC/LSRC returned in response to the CLECs final LSR submission). For each reporting dimension, the resulting count of orders completed no later than the committed due date is divided by the total number of orders completed.

- Both requests for due dates beyond the standard interval date and expedite orders (shorter than the standard interval) are included in this calculation
- Results for the CLECs are captured and retained at the order level (e.g., unique PON and version).
- The Completion Date and Time is the date upon which the ILEC issues the Order Completion Notice to the CLEC.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.
- The accumulation of elapsed time is based on business days/hours.
- Excluded situations:
  - Canceled orders
  - ILEC Orders associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98% met; 2% missed

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Design Layout Records Received in X Days

Function
DLR Information

Calculation Methodology
Percent DLRs Received in X Days = Σ [(Count of Design Layout Records Received X Days After Receipt of an Accepted Order) / (Count of Design Layout Records)] x 100

Business Rules
- In order to be counted as received, the DLR must provide complete and accurate information.
- All relevant information to provision the order must also be contained accurately in TIRKS.
- If DLR information is late, ILEC must not exclude Customer Not Ready situations from delivery interval metrics if trunk cannot be accepted on delivery date.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98% received in 5 days for DS1 orders, 8 days for DS3 and above.

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent On-Time Loss Notification

Function
Loss Notification

Calculation Methodology
Percent On-Time Loss Notification = Σ [(Date and Time CLEC Receives Loss Notification – Date and Time ILEC Completes Disconnection or Transfer of Service from CLEC) / (All Disconnections/Transfers from CLEC in Reporting Period)] x 100

Business Rules
The percentage of on-time loss notifications is determined by measuring the interval between ILEC disconnection or transfer of CLEC's service and CLEC receipt of notification from ILEC that disconnection or transfer is complete, divided by the total number of disconnection or transfers from the CLEC during the reporting period.

- Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredths of an hour.
- The accumulation of elapsed time is based on business days/hours.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98% in 1 hour (electronic/mechanized)
98% in 4 hours (manual)

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Average Offered Interval

Function
Order Completion

Calculation Methodology
Average Offered Interval = Σ [(Date and Time of Due Date – Date and Time of Receipt of Service Request) / (Number of Committed Due Dates Sent during the Reporting Period)]

Business Rules
The offered interval is the average number of business days between order application date and committed due date.

- Results for the CLECs are captured and retained at the order level (e.g., unique PON and version).
- If the CLEC initiates a supplement to the originally submitted order and the supplement reflects changes in customer requirements (rather than responding to ILEC initiated changes), then the order submission date and time will be the date and time of the ILEC receipt of a syntactically correct order supplement. No other supplemental order activities will result in an update to the order submission date and time used for the purposes of computing the order completion interval.
- The results can be compared to Average Completion Interval to show if committed due dates are more likely to slip for CLECs vs. ILECs.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest hundredth of an hour.
- The accumulation of elapsed time is based on business days/hours.
- Excluded situations:
  - Canceled orders
  - ILEC Orders associated with internal or administrative use of local services
  - Orders where CLEC has selected a due date that is greater or less than the standard interval

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Parity

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Order Accuracy

Function
Order Processing Quality

Calculation Methodology
Percent Order Accuracy = Σ [(Orders Completed without Error) / (Orders Completed)] x 100

Business Rules
For each order completed during the reporting period, the original account profile and the order that the CLEC sent to the ILEC are compared to the services and features reflected upon the account profile as it existed following completion of the order by the ILEC. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original and the post order completion account profile) completely and accurately reflect the activity specified on the original and any supplemental CLEC orders. Total number of orders completed are the total number of order completion notices sent to the CLEC by the ILEC for each reporting dimension identified in Appendix A.

- Order Supplements - If the CLEC initiates any supplements to the originally submitted order, for the purposes of reflecting changes in customer requirements, then the cumulative effect of the initial order and all the supplemental orders will be compared. Differences will be determined by comparing the pre- and post-order completion account profiles for the affected customer.
- Completion Notices - To the extent that the ILEC supplies a completion notice containing sufficient information to perform validation of the order accuracy, then the Completion Notice information can be utilized in lieu of the comparison of the "before" and "after" account profiles. Use of the completion notice for this purpose would need to be at the mutual agreement of the ILEC and the CLEC.
- Sampling may be utilized to establish order accuracy provided the results produced are consistent with the reporting dimensions specified, the sample methodology is disclosed in advance and reflects generally accepted sampling methodology and the sampling process may be audited by the CLEC.
- For "transfers as is" the completion account profile will be compared to the CSR.
- Excluded situations:
  - Orders canceled by the CLEC
  - Order Activities of the ILEC associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98% of orders completed without error except where industry guidelines may be more strict for a particular type of order

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Mechanized Order Flow Through

Function
Order Processing Quality

Calculation Methodology
Percent Mechanized Order Flow Through = Σ [(Total Number of Orders Processed Without Manual Intervention) / (Total Number of Orders Completed)] x 100

Business Rules
Percent Mechanized Order Flow Through identifies the total orders processed from acceptance at the ILEC gateway to the ILEC service order processor and other legacy systems without manual intervention. For each type of order, the count includes orders that arrive at the destination work group(s) without human intervention from initial order creation by the customer contact agent until the time the order is delivered to the appropriate work group responsible for physical work. The resulting count is divided by the total number of orders (of the same type) that were processed during the reporting period with the result expressed as a percentage.

- Excluded situations:
  - Orders canceled by the CLEC
  - Order Activities of the ILEC associated with internal or administrative use of local services
  - For re-submissions impact on due date measure, ILEC would not have to comply if tying final accepted order to original order is technically infeasible but feasibility issue will be revised as systems are upgraded
  - Orders submitted manually by the CLEC when the ILEC has provided specifications for, and has implemented with at least one CLEC, a working electronic (CLEC to ILEC system) interface

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98%

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Orders Rejected

Function
Order Processing Quality

Calculation Methodology
Percent Orders Rejected = Σ [(Number of Order Rejections Due to Error or Omission) / (Number of Order Submissions Received by ILEC During Reporting Period)] x 100

Business Rules
The Percent Orders Rejected is the count of (1) order submissions where the ILEC returns a notice of a syntax rejection to the CLEC and (2) order submissions where the ILEC returns a notice that the CLEC order was rejected by legacy system edits. The resulting combined count of rejections is divided by the count of orders submitted. (For EDI interfaces, the orders submitted would be the combined count of positive and negative 997 messages issued upon receipt of the CLEC order.)

- Rejections are not necessarily a measure of CLEC order quality but also (1) reflect times when ILEC software upgrades cause previously acceptable orders to reject or (2) changes in business rules are not communicated at all or unclearly to the CLEC, causing orders to reject.
- Excluded situations:
  - Orders canceled by the CLEC
  - Order Activities of the ILEC associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Diagnostic, but after review of raw data no more than 2% ILEC caused rejections

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Reject Interval

Function
Order Status

Calculation Methodology
Reject Interval = Σ [(Date and Time of Order Rejection - Date and Time of Order Receipt or Acknowledgment) / (Number of Order Rejections in Reporting Period)]

Business Rules
Reject Interval (syntax) is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a syntax rejection to the CLEC. The time measurement starts when the ILEC receives the order from the CLEC. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of order rejections associated with the particular order type.

Reject Interval (legacy system) is the elapsed time between the ILEC's acknowledgement/acceptance of an order from the CLEC to the ILEC's return of a rejection notice to the CLEC. The time measurement starts when the ILEC accepts or acknowledges the order from the CLEC as syntactically correct. The time measurement stops when the ILEC returns a rejection notice to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of order rejections associated with the particular service and order type.

Other Clarifications and Qualifications:
- Results for the CLECs are captured and retained at the order level (e.g. unique PON and version).
- When the ILEC processes orders for a CLEC via different interfaces (e.g., fax and each type of electronic method) then this measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- The accumulation of elapsed time is based on business days/hours.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLEC order.
- The ILEC OSS return of any indication to the service agent that an order cannot be processed as submitted is considered equivalent to the ILEC return of a rejection notice to the CLEC.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
15 seconds: Mechanized/Electronic
4 hours: Manual
2 days: LNP/INP only

Measurement Detail and Standards
Ordering and Provisioning

Measurement

FOC/LSRC Interval

Function
Order Status

Calculation Methodology
FOC/LSRC Interval = Σ [(Date and Time of FOC or LSRC - Date and Time of Order Acknowledgment) / (Number of Order Confirmations in Reporting Period)]

Business Rules
The FOC/LSRC Interval is the elapsed time between the ILEC acceptance of a syntactically correct order and the return of a confirmation to the CLEC that the order will be worked as submitted or worked with the modifications specified on the confirmation. The time measurement starts when the ILEC accepts (acknowledges) the order from the CLEC. The time measurement stops when the ILEC returns a valid firm order confirmation to the CLEC. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of order confirmations associated with the particular order type.

- Results for the CLECs are captured and retained at the order level (e.g. unique PON and version).
- A valid FOC/LSRC includes all information needed by the CLEC to accurately complete the order.
- When the ILEC processes orders for a CLEC via different interfaces (e.g., fax and each type of electronic method) then this measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- The accumulation of elapsed time is based on business days/hours.
- "Syntactically correct" means all fields required to process an order are populated and reflect the correct format as agreed and documented in the current interface specifications.
- The ILEC service agent's attempt to submit an order for processing by the ILEC OSS is considered equivalent to the ILEC acknowledgment of the CLECs order.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
See Appendix I

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Jeopardy Interval

Function
Order Status

Calculation Methodology
Jeopardy Interval = Σ [(Date and Time of Committed Due Date for the Order - Date and Time of Jeopardy Notice) / (Number of Orders Jeopardized in Reporting Period)]

Business Rules
Jeopardy Interval is the remaining time between the pre-existing committed order completion date and time (communicated via the FOC/LSRC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date. The scheduled order completion time will be assumed to be 5:00 p.m. local time unless other information is communicated in the FOC. The date and time of the jeopardy notice delivered by the ILEC is subtracted from the scheduled completion date to establish the jeopardy interval for any order placed in jeopardy before its scheduled due date. The jeopardy interval is accumulated by standard order activity (see Appendix A) with the resulting accumulated time then divided by the count of orders placed in jeopardy before the due date for each order activity.

- Includes only those orders jeopardized on or before the scheduled due date.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- The accumulation of elapsed time is based on business days/hours.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.
- Excluded situations:
  - Emergency situations (same day, for reasons other than lack of facilities or workload) preventing ILEC on-time completion of the order. However, notification requirements remain in place even if set interval for advance notice is not set.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Facility Issues: 48 hours
Workload Issues: 24 hours

Measurement Detail and Standards
Ordering and Provisioning

Measurement and Purpose

Percent Jeopardies

Function
Order Status

Calculation Methodology
Percent Jeopardies = Σ [(Number of Order Jeopardy Notifications in Reporting Period) / (Number of Missed Due Dates During the Reporting Period)] x 100

Business Rules
Percent Jeopardies is derived by dividing the count of jeopardy notices issued to the CLEC by the count of missed due dates during the identical period.

- When the ILEC processes orders for a CLEC via different interfaces (e.g., fax and each type of electronic method) then this measurement must be computed for each interface arrangement.
- Logging of information in the ILEC OSS, whether manual or automatic, that indicates an order may not be completed by the existing due date, is equivalent of the return of a jeopardy notice to the CLEC regardless of whether or not the ILEC takes action based upon such information.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98% advance notice of missed due dates

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Provisioning Troubles Prior to Loop Acceptance

Function
Troubles during loop conversions with and without LNP

Calculation Methodology
Provisioning Troubles Prior to Service Order Completion : Σ [(Count of Loop Lines with Troubles Reported by CLEC Following Notification of Completion but Before Acceptance) / (Count of Loop Conversions Completed)] x 100

Business Rules
- Metric applies to mechanized and non-mechanized loop cut orders.
- If CLEC cannot yet enter trouble in maintenance system, then CLEC help center will be designated to receive and code such reports.
- Metric may measure troubles by lines affected or by number of troubles.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
No more than 1% of lines cut over will have troubles
No more than 1 trouble per 100 cutovers

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Completion Notice Interval

Function
Order Status

Calculation Methodology
Completion Notice Interval = Σ [(Date and Time of Notice of Completion Issued to the CLEC - Date and Time of Work Completion by ILEC) / (Number of Orders Completed in Reporting Period)]

Business Rules
Completion Notice Interval is the elapsed time between the ILEC technician's reported completion of physical work and the issuance of a valid completion notice to the CLEC. Where physical work is not required, such as in the case of software-only changes, the elapsed time will be measured beginning at 5:00 p.m. local time of the date for the committed completion and will end when the ILEC returns a valid completion notice to the CLEC. If a valid completion notice is returned before 5:00 p.m. on the committed completion date and no physical work is involved, then the elapsed time will be recorded as 1/10 hour. The elapsed time is accumulated by order type with the resulting accumulated time then divided by the count of completion notices returned for each service and order type.

- When the ILEC processes orders for a CLEC via different interfaces (e.g., fax and each type of electronic method) then this measurement must be computed for each interface arrangement.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth.
- The accumulation of elapsed time is based on business days/hours.
- The technician's reported completion is the automatic logging of work completion and manual logging of work completion, whether input directly to the ILEC OSS or into an intermediate storage devise. The time from actual completion of work until such logging activity is the ILEC's equivalent of the return of a completion notice to the CLEC.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
24 hours: Manual
1 hour: Mechanized/Electronic

Measurement Detail and Standards
Ordering and Provisioning

Measurement and Purpose

Percentage Completions/Attempts without Notice or with Less than 24 Hours Notice

Function
Order Status

Calculation Methodology
Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = Σ [(Completion Dispatches (Successful and Unsuccessful) with No FOC/LSRC or FOC/LSRC Received Within 24 Hours of Due Date) / (All Completions)] x 100

Business Rules
Alternatively, ILEC may measure "customer not ready" situations due to non-receipt of a FOC/LSRC or receipt of a FOC/LSRC with less than 24 hours notice. But measurement above additionally captures those instances where CLEC was able to rush to be ready for the new due date but looked disorganized to the customer.

- Completion and Completion Attempts include any delivery of service (successful or not successful) for which the CLEC did not receive sufficient prior notification.
- When the ILEC processes orders for a CLEC via different interfaces (e.g., fax and each type of electronic method) then this measurement must be computed for each interface arrangement.
- The accumulation of elapsed time is based on business days/hours.
- Return of any information (e.g., order recapitulation) to the ILEC customer service agent that indicates no errors are evident or that an order can be processed, is the equivalent of the ILEC return of a FOC/LSRC to the CLEC.
- Excluded situations:
  - Calculation would exclude any successful or unsuccessful service delivery that CLEC was informed of at least 24 hours in advance. ILEC may also exclude from calculation deliveries on less than 24 hours notice that CLEC requested.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
<1%

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Orders Cancelled after Missed Due Date

Function
Order Status

Calculation Methodology
Percent of Orders Cancelled after Missed Due Date = Σ [(Number of Orders Cancelled After Due Date in the Reporting Period) / (Number of Orders Cancelled in the Identical Period)] x 100

Business Rules
- Applies to orders which have not been completed and for which a cancellation is received during the reporting period but after the committed due date.
- This metric is designed to measure the impact of missed due dates.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Diagnostic measurement; however, upon review of data, no more than 1% of orders cancelled because of missed due date

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Average Coordinated Conversion Interval

Function
Coordinated Cutovers

Calculation Methodology
Average Coordinated Conversion Interval = Σ [(Date and Time Re-termination is Completed by ILEC – Date and Time of Initial Service Interruption or Disconnect for Customer Transferring Service) / (Count of Completed Coordinated Conversions in Reporting Period)]

Business Rules
For CLEC Results: The elapsed time between the disconnection of an access line (for a retail customer of the ILEC) from the switch port of the ILEC to the time that the ILEC finishes both the physical work necessary to re-terminate the loop (at the point of re-termination specified by the CLEC) and receives CLEC confirmation that electrical continuity exists. The elapsed time is accumulated for the reporting period and divided by the number of loops that were re-terminated on a coordinated basis

For ILEC Results: ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premise to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
1 - 9 lines in 1 hour
10- 49 lines in 2 hours
50 - 99 lines in 3 hours
100 - 199 lines in 4 hours
200 plus lines in 8 hours

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent Service Loss from Early Cuts and Percent Service Loss from Late Cuts

Function
Coordinated Cutovers

Calculation Methodology
Percent Service Loss from Early Cuts = Σ [(Customer Conversion Where Cutover Time is Earlier Than Due Date and Time) / (All Customer Conversions Completed During Reporting Period)] x 100

Percent Service Loss from Late Cuts = Σ [(Customer Conversions Where Cutover Time is More than 30 Minutes Past Due Date and Time) / (All Customer Conversions Completed During Reporting Period)] x 100

Business Rules
Some state proceedings have produced alternative or supplemental means of monitoring this issue; measurements that may be substituted or added include:

Percent Lines Cut Early = [(Count of Loop Lines with and without Number Portability Cut Before the Frame Due Time)/(Count of Loop Cuts Completed)] x 100
- Loops with and without number portability will be reported separately.

Percent Lines with Translations Timely Cut = [(Total Number of Lines Where Translations Were Not Timely Cut at Close of the Cutover Window)/(Total Number of Loop Cuts Scheduled in the Month)] x 100
- The successful cut includes notification to the CLEC that the cut is completed.

LNP Provisioning Failures = [(Total Number of LNP Network Provisioning Failures)/(Total Number of NPAC Porting Broadcasts)] x 100
- Such provisioning failure data will be collected at two points in the provisioning process
  - Partial failures of NPAC broadcasts to reach and be processed by ILEC LSMS
  - Individual network database failures – failures to provision between the ILEC LSMS and LNP network databases (Signal Transfer Point or Service Control Point).
- This supplemental measurement excludes total failures from the NPAC to all LSMS systems and broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)

For CLEC Results: For hot loop cuts, the same loop is moved from an existing port to what is effectively a different port (The CLEC collocation point). Translation disconnections also are reported if they occur too early or late in a conversion involving local number portability. For each conversion, the ILEC will track whether the cutover time (for facilities and translations) was earlier or later than the committed due date and time that appeared on the FOC/LSRC. The total number of early cutovers will be divided by the total number of customer conversions that were completed during the reporting period. Likewise, the total number of cutovers that were completed with untimely translation will be divided by the total number of customer conversions that were completed during the reporting period. For both formulas, the resulting ratio will be expressed as a percentage.

For ILEC Results: ILECs would use retail residential or business POTS outside move activity as an analog. An outside move occurs when a customer, with existing service, moves from one premise to another within the same central office area without disconnecting and reconnecting service. With inside moves the customer keeps their own phone number. Although an outside move involves disconnecting an

For ILEC Results (cont.): existing loop from an operating port and reconnecting a different loop (within the same office) to that same port, the work involved is very similar (i.e. coordinated re-termination).

Other Clarifications and Qualifications:

- For orders canceled at least 30 minutes prior to the scheduled disconnection and frame due time, any cutover that occurs on the previously scheduled frame due date will be considered early and included in the early cut measurement.
- Any old ILEC translations taken down before or more than 15 minutes after NPAC broadcast of ported number will be considered untimely unless CLEC and ILEC agree otherwise.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Less than 1% loss for no more than 5 minutes

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percent of Time 10-Digit Trigger is Applied "X" Hours Prior to the LNP Order Due Date

Function
Coordinated Cutovers

Calculation Methodology
Percent of Time 10-digit Trigger is Applied Prior to the LNP Order Due Date = Σ [(Count of LNP Telephone Numbers Where 10-Digit Trigger was Applied "X" Hours Prior to Due Date) / (Total LNP Telephone Number Conversions)] x 100

Business Rules
- "X" represents the negotiated number of hours for setting the trigger prior to conversion.
- All intervals are measured in hours and hundredths of hours rounded to the nearest hundredth on a 7 x 24 basis.

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
98%

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Held Order Interval (Delay Days)

Function
Held Orders

Calculation Methodology
Held Order Interval = Σ [(Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date)]

Business Rules
This metric is computed at the close of each report period. The held order interval is established by first identifying all pending orders at that time that (1) have not been reported "completed" via a valid completion notice and (2) have passed the currently "committed completion date." For each such order, the number of calendar days between the committed completion date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated (by service type and reason for the hold, if identified) and then divided by the number of held orders within the same category to produce the mean held order interval.

- Applies to all orders pending and past the committed due date
- Order Supplements - If the CLEC initiates a supplement to the originally submitted order for the purpose of reflecting changes in customer requirements, then the due date returned on the FOC/LSRC will be the basis for the preceding calculations. No other supplemental order activities will result in an update to the committed due date.
- The held order interval is measured in calendar rather than business days.
- Excluded situations:
  - Any orders cancelled by the CLEC
  - Order activities of the ILEC associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
No longer than 10 days beyond due date

Measurement Detail and Standards
Ordering and Provisioning

Measurement

Percentage of Orders Held ≥ 10/30/60 Days

Function
Held Orders

Calculation Methodology
Orders Held for ≥ 10/30/60 days = Σ [(Number of Orders Held for ≥ 10/30/60 Days) / (Total Number of Orders Pending but Not Completed)] x 100. This measurement should be calculated and reported separately for each time interval (10, 30 and 60 days).

Business Rules
This measure is complementary to the held order interval but is designed to detect orders continuing in a "non-completed" state for an extended period of time. Computation of this metric uses a subset of the data accumulated for the held order interval measure. All orders for which the held order interval equals or exceeds 10/30/60 days are counted by service type and reason for the hold. The total number of pending and past due orders for the same category are counted (as was done for the held order interval) and divided into the count of orders held past 10/30/60) days.

- Order Supplements - If the CLEC initiates a supplement to the originally submitted order for the purpose of reflecting changes in customer requirements, then the due date returned on the FOC/LSRC will be the basis for the preceding calculations. No other supplemental order activities will result in an update to the committed due date.
- The held order interval is measured in calendar rather than business days.
- Excluded situations:
  - Any orders cancelled by the CLEC
  - Order activities of the ILEC associated with internal or administrative use of local services

Levels of Disaggregation and Data Retention Requirements
See Appendix A

Performance Standard
Less than 2% of delayed orders held for 1-10 days
Less than 1% held for 11-30 days
Less than .5% held for 31-60 days
No orders (0%) held for 61 days or longer

Measurement Detail and Standards
Maintenance and Repair

Measurement and Purpose

Mean Time to Restore

Function
Time to Restore

Calculation Methodology
Mean Time To Restore = Σ [(Date and Time of Trouble Ticket Resolution Returned to CLEC - Date and Time of Trouble Ticket Referred to the ILEC) / (Count of Trouble Tickets Resolved in Reporting Period)]

Business Rules
The restoral interval for resolution of customer requested maintenance and repair is the elapsed time from CLEC submission of a customer trouble to the ILEC (regardless of the ultimate resolution of the trouble) to ILEC return of a valid trouble resolution notification to the CLEC. The elapsed time is accumulated by service type and trouble disposition for the reporting period. The accumulated time is divided by count of maintenance tickets reported as resolved by ILEC (by service type and trouble type) during report period.

- Elapsed time is measured on a 24-hour-a-day, seven-days-a-week basis. The time is measured in hours and hundredths of hours rounded to the nearest hundredth hour.
- Multiple reports for the same customer service are treated individually unless categorized as "subsequent" (an additional report on an already open ticket).
- "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable.
- A trouble is "resolved" when the ILEC issues notice to the CLEC that the customer's service is restored to normal operating parameters. If the ILEC-to-CLEC maintenance interface allows the CLEC to check the status of pending open and tickets closed that day then no notification is required. But if no consolidated report is available, the CLEC must receive notification when each ticket is closed and the cause code.
- A trouble ticket or trouble report is any record (whether paper or electronic) used by the ILEC for the purpose of monitoring action and disposition of a service repair or maintenance situation.
- ILEC acceptance of a trouble by the call receipt agent is considered equivalent to the CLEC logging or submitting a trouble to the ILEC.
- For purposes of ILEC's own results, the ILEC closure of a trouble ticket (whether automatic or manual) is considered equivalent to returning a trouble resolution notice to the CLEC.
- Excluded situations:
  - Trouble tickets that are canceled at the CLECs request
  - CLEC authorized customer time.
  - ILEC trouble reports associated with administrative service
  - Instances where the CLEC or an ILEC customer requests that a ticket be "held open" for monitoring or where a trouble ticket is created to track and/or monitor requests for clarifying information (e.g. confirmation of customer ownership from CLEC support centers)
  - Subsequent Reports
  - Any trouble type tracking that parties agree is technically unfeasible or operationally prohibitive
  - Tickets used to track referrals of misdirected calls

Levels of Disaggregation and Data Retention Requirements
See Appendix B

Performance Standard
1 hour for all service delivery methods
Parity but not more than 24 hours for repair of network elements, including combinations of network elements